

Enterprise Incident Report April 2011

As of 5/2/2011

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Administrative Services	123	2	125
	52	0	52
Customer Company Total	123	2	125
	52	0	52

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Administrative Services	123	2	125
	12	0	12
Customer Company Total	123	2	125
	12	0	12

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Administrative Services	123 0.47	2 0.73	125 0.47
Customer Company Total	123 0.47	2 0.73	125 0.47

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Administrative Services	123	2	125
	12	1	13
Customer Company Total	123	2	125
	12	1	13

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Administrative Services	123 2.71	2 2.52	125 2.71
Customer Company Total	123 2.71	2 2.52	125 2.71

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Detail

INC000000283402	Alan Barnett Metro B Desktop Support	Application Cindy Reed	None Administrative Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 2.63
INC000000286846	Cathy Burton Capitol Desktop Support	PC/Laptop Peter Musser	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 5.06
INC000000286934	Kurt Baxter Application Services	Application Martin Gonzalez	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.61 2.71
INC000000289127	Tracie Brush Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000289132	Darin Janzen Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000289337	Lucas V Davis Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.69
INC000000289428	Lucas V Davis Capitol Hosting	Network Dale Hicks	None Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 1.83
INC000000289443	John Harrington Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000289605	Brian Gillies Rural Central Desktop Support	PC/Laptop Paul Petersen	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.15
INC000000289608	Richard Jenkins Rural Central Desktop Support	PC/Laptop Paul Petersen	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.14
INC000000289735	Bruce Whittington Help Desk	Mobile Devices Sarah Johnson	Error Administrative Services	Droid Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.41
INC000000289842	Lynn Bodrero Capitol Desktop Support	PC/Laptop Peter Musser	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.33
INC000000290080	Marilee Richins Capitol Desktop Support	PC/Laptop Chad Poll	None Administrative Services	JAWS Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000290087	Jeffrey Coates Capitol Desktop Support	Application Chad Poll	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000290092	Debbie Bowen Capitol Desktop Support	Application Chad Poll	None Administrative Services	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000290495	Loretta Tatum Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Finance Data Warehouse Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.39 20.38

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INC000000290503	Shirley Robinson Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Finance Data Warehouse Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.43 20.32
INC000000290510	Marie Magre Voice Operations	Telecom Lois Schow	Call/Receive Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.36
INC000000290826	Dan Martinez Metro C Desktop Support	Network Ed Radke	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.28 6.03
INC000000290963	Shelli Stephenson Metro C Help Desk	PC/Laptop Diane Christensen	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000291109	Jeff Wrigley Help Desk	None Sarah Johnson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000291251	John Nichols Capitol Desktop Support	Application Scott Wunderlich	None Administrative Services	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 1.48
INC000000291368	Melody Yearsley Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.07 7.19
INC000000291671	Glen Fairclough Metro B Desktop Support	Application Cindy Reed	Error Administrative Services	Microsoft Publisher Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 4.39
INC000000291672	Cathy Burton Capitol Desktop Support	Application Peter Musser	Reporting Administrative Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.81
INC000000291848	Julie D'Alesandro Capitol Desktop Support	Network Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.69 1.85
INC000000291950	Susan Mumford Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Incident Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.12 9.24
INC000000292088	Brenda Murphy Metro B Help Desk	Application Janet Hongsvilay	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.85
INC000000292597	Yolanda Larrymore Capitol Desktop Support	PC/Laptop Scott Wunderlich	Password Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.93 1.22
INC000000292616	Ed Wilson Rural Central Desktop Support	PC/Laptop Paul Petersen	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.86
INC000000292827	Alan Olsen Metro D Help Desk	None Doug Brown	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000292834	Elizabeth Perkes Database Services	Application Sandy Sheppick	Error Administrative Services	Oracle 8 Enterprise Edition Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 1.04
INC000000292945	Marilee Richins Capitol Desktop Support	PC/Laptop Chad Poll	None Administrative Services	Microsoft Visio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000292980	Mike Broschinsky	Server	Error	None		TIR Missed: No	TIR: 0.38
	Capitol Hosting	Matt Dunlap	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.38
INC000000293032	Gary Robertson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000293096	Scott Whitney	Telecom	Dial Tone	None		TIR Missed: No	TIR: 0.00
	Voice/Data/WAN Services	Greg Blessing	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000293098	Scott Whitney	Telecom	Dial Tone	None		TIR Missed: No	TIR: 0.00
	Voice/Data/WAN Services	Greg Blessing	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000293149	Mike Butler	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000293151	La Priel Dye	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000293246	Susan Vogel	Telecom	None	None		TIR Missed: No	TIR: 0.25
	Voice Operations	Annette Nielsen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000293295	Julie Clark	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.31
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.36
INC000000293468	Tim Walden	Application	Error	PGP		TIR Missed: No	TIR: 0.92
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.47
INC000000293815	Tim Walden	Application	Reporting	Adobe Acrobat		TIR Missed: Yes	TIR: 2.00
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.04
INC000000293881	Sue Hoskins	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000294026	Matthew Boyer	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.13
	Application Services	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 31.32
INC000000294115	Tani Downing	None	None	None		TIR Missed: No	TIR: 0.25
	Application Services	Martin Gonzalez	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 11.00
INC000000294120	Sean Crawford	Application	Reporting	Microsoft Office		TIR Missed: Yes	TIR: 1.33
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.53
INC000000294624	Yolanda Larrymore	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.06
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.20
INC000000294652	Ken Hansen	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.09
	Application Services	Tony Larsen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.63
INC000000294772	Emily Barnes	Application	Error	Adobe Reader		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.07

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INC000000294891	Bob Anderson	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.11
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.27
INC000000294974	Mike Morrison	Telecom	Hardware	None		TIR Missed: No	TIR: 0.42
	Metro D Help Desk	Jed Patrick	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.60
INC000000294987	Dave McKay	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000295134	Dorothy Taylor	Application	None	Microsoft Word		TIR Missed: Yes	TIR: 1.72
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.83
INC000000295480	Larry Simpson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.13
INC000000295572	Yolanda Larrymore	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.61
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 6.46
INC000000295583	Brian Spoon	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000295645	David Burgoyne	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.44
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 18.90
INC000000295661	Kevin Gilmore	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000295673	Sue Hoskins	Application	Error	None		TIR Missed: No	TIR: 0.45
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.23
INC000000296661	Natalie Powell	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296686	Travis Keyser	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000296722	Mike Kay	Application	None	Microsoft Windows 7		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.29
INC000000296899	Sue Hoskins	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.37
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.38
INC000000297250	Robert Miles	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000297289	Cynthia S Bowers	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000297354	Kevin Gilmore	None	None	None		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000297807	Michelle Monson	Application	Error	Utah Master Directory	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000297879	Julie Thompson	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000297998	Sue Hoskins	Network	None	None	TIR Missed: No	TIR: 0.10
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 2.53
INC000000298072	Lori Charboneau	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.18
Voice Operations	Annette Nielsen	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.21
INC000000298194	Sal Petilos	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000298286	Glen Fairclough	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR: 1.27
Metro B Help Desk	Ron LeBaron	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.27
INC000000298302	Carma Hicks	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.51
Application Services	Tony Larsen	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 10.43
INC000000298333	Julie Talbot	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.51
Metro B Help Desk	Val Shepherd	Administrative Services	Medium	Resolved	TTR Missed: No	TTR: 0.56
INC000000298348	Tim Parkinson	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	TIR: 0.04
Application Services	Danielle Hood	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 2.54
INC000000298405	Gregg Buxton	Application	Error	State Payroll Time Entry System	TIR Missed: Yes	TIR: 1.17
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.93
INC000000298650	Sue Hoskins	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.24
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.72
INC000000298724	Dan Reisner	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.53
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.10
INC000000298906	Joel Reeder	Telecom	None	None	TIR Missed: No	TIR: 0.12
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.22
INC000000298943	Milton VanderLinde	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.21
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000299101	Sheila Bird	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000299223	Matthew Boyer	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000299587	Anne McNally	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.26
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 5.75

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INC000000299597	Berend Luftmer Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.07 TTR: 0.22
INC000000299755	Yolanda Larrymore Capitol Desktop Support	Network Scott Wunderlich	Incident Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.08 TTR: 1.38
INC000000299836	Elizabeth Perkes Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Administrative Services	None Low	Resolved TIR Missed: Yes TTR Missed: Yes	TIR: 13.44 TTR: 16.62
INC000000299845	Bob Anderson Application Support - DFCM	Application Gordon Jensen	None Administrative Services	ProjectWise Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.10 TTR: 0.10
INC000000299987	Sheila Bird Capitol Desktop Support	Print/Copy/Scan/Fax Scott Wunderlich	None Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.05 TTR: 2.49
INC000000300145	Rick Nauta Metro D Help Desk	None Doug Brown	None Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000300172	Kevin Lucus Help Desk	Application Sarah Johnson	Error Administrative Services	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.49 TTR: 1.46
INC000000300201	Susan Vogel Voice Operations	Telecom Kelly Johnson	Feature Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.21 TTR: 0.45
INC000000300228	Loretta Hamilton Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Adobe Acrobat Low	Resolved TIR Missed: Yes TTR Missed: No	TIR: 2.27 TTR: 4.19
INC000000300280	Jill Ressler Capitol Desktop Support	Print/Copy/Scan/Fax Peter Musser	Incident Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.55 TTR: 4.33
INC000000300369	Ken Hansen Application Services	None Martin Gonzalez	None Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.19 TTR: 2.88
INC000000300544	Ed Wilson Rural Central Desktop Support	Network Paul Petersen	Password Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.51
INC000000300549	Pam Rugg Help Desk	Telecom Brenda Treadway	None Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000300933	Bob Anderson Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Adobe Acrobat Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.52 TTR: 1.30
INC000000301533	Stephanie Wilcox Capitol Desktop Support	PC/Laptop Peter Musser	Hardware Administrative Services	None Low	Resolved TIR Missed: No TTR Missed: Yes	TIR: 0.21 TTR: 41.36
INC000000302635	Matthias Mueller Application Services	Application Martin Gonzalez	Error Administrative Services	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: No	TIR: 0.38 TTR: 2.47
INC000000302718	Ken Williams Metro B Desktop Support	Application Michael Barth	Error Administrative Services	Automatic Storage and Retrieval Medium	Resolved TIR Missed: No TTR Missed: Yes	TIR: 0.95 TTR: 4.49

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INC000000302763	Richard Jenkins	Application	None	Adobe Flash		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	1.59
INC000000302766	Brian Gillies	Application	None	Adobe Flash		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	1.59
INC000000302768	Mike Kay	Application	None	Adobe Flash		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	1.59
INC000000302849	Ed Wilson	Application	None	Adobe Acrobat		TIR Missed:	No	TIR:	0.09
	Rural Central Desktop Support	Rod Montoya	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000302915	Daniel Alyk	None	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000303062	Rick Nauta	Telecom	Dial Tone	None		TIR Missed:	No	TIR:	0.08
	Voice Operations	Annette Nielsen	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.21
INC000000303135	Kurt Baxter	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000303518	Sophia Manousakis	Application	Password	Electronic Rules Filing		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000303546	Doug Hunter	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000303671	Melissa Frost	Application	Reporting	Microsoft PowerPoint		TIR Missed:	No	TIR:	0.09
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	3.57
INC000000303725	Alan Bachman	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000303731	Rocio Briceno	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000303839	Colin Winchester	Application	Reporting	None		TIR Missed:	Yes	TIR:	1.29
	Metro D North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	5.58
INC000000304059	Elizabeth Perkes	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.31
	Application Services	Martin Gonzalez	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.36
INC000000304105	Joshua Bullough	Network	Incident	None		TIR Missed:	No	TIR:	0.59
	Metro B Help Desk	Ron LeBaron	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	1.14
INC000000304113	Matthew Boyer	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.21
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	1.92
INC000000304421	Jeff Reddoor	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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As of 5/2/2011

Administrative Services

INC000000304510	Sophia Manousakis	Network	Incident	None		TIR Missed: No	TIR: 0.70
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.81
INC000000304678	Kevin Christensen	Application	Reporting	Internet Explorer		TIR Missed: No	TIR: 0.06
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000304737	Chad Spencer	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000304740	Cynthia S Bowers	Application	Error	None		TIR Missed: No	TIR: 0.29
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 2.18
INC000000304741	Susan Vogel	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000304801	David Lewis	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000305299	Ken Hansen	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00